PHILIPS

VARI*LITE TECHNICAL NOTICE

PRODUCT: VLX Wash Luminaires

SUBJECT: LED Replacement Policy / Process

OVERVIEW

Vari-Lite has changed its warranty / non-warranty process for LED replacements for VLX Wash Luminaires. Please read this notice completely and keep for future use and reference. This new policy / process is effective October 15, 2010.

Sections in this technical notice:

In-Warranty LED Replacement

- VLX Wash Luminaires Manufactured BEFORE October 15, 2010
- VLX Wash Luminaires Manufactured AFTER October 15, 2010

Out-Of-Warranty LED Replacement

- VLX Wash Luminaires Manufactured BEFORE October 15, 2010
- VLX Wash Luminaires Manufactured AFTER October 15, 2010

Note: This technical notice is for informational purposes only. No action is required on your part. This notice does not supersede Vari-Lite's current warranty, authorized dealer or service center or terms/conditions, or other applicable policies.

If there are any questions as to any aspect of this Technical Notice, please contact Vari-Lite customer service at 1-877-VARILITE or +1-214-647-7880.

WARNING: Any repairs or maintenance to VARI*LITE luminaires should only be performed by a trained and qualified service technician or at an Authorized VARI*LITE Service facility.

IN-WARRANTY LED REPLACEMENT

VLX Wash Luminaires Manufactured BEFORE October 15, 2010

For VLX Wash luminaires manufactured BEFORE October 15, 2010, the service center must supply the following information for LEDs that fail under the warranty period and qualify for in-warranty replacement.

1. VLX Wash Luminaire Serial Number
2. Failed LED IC Serial Number*
3. Position of failed LED (see **Figure 1** for details).

Note: *The fixture must be disassembled by the service center to obtain the LED IC serial number. If service center is unable to disassemble the fixture to obtain the LED serial number, the fixture must be returned to Vari-Lite under normal RMA process (and terms/conditions) for LED replacement by Vari-Lite technical support.

- If both serial numbers are supplied by service center to Vari-Lite, Vari-Lite will advance a LED to service center. Note, Vari-Lite's policy for parts advancements applies, refer to current parts advancing policy (available from Vari-Lite customer service).
- Service center will replace the defective LED with advanced part from Vari-Lite following the procedure in VLX Wash Service Manual or Vari-Lite Warranty Claim Guide.

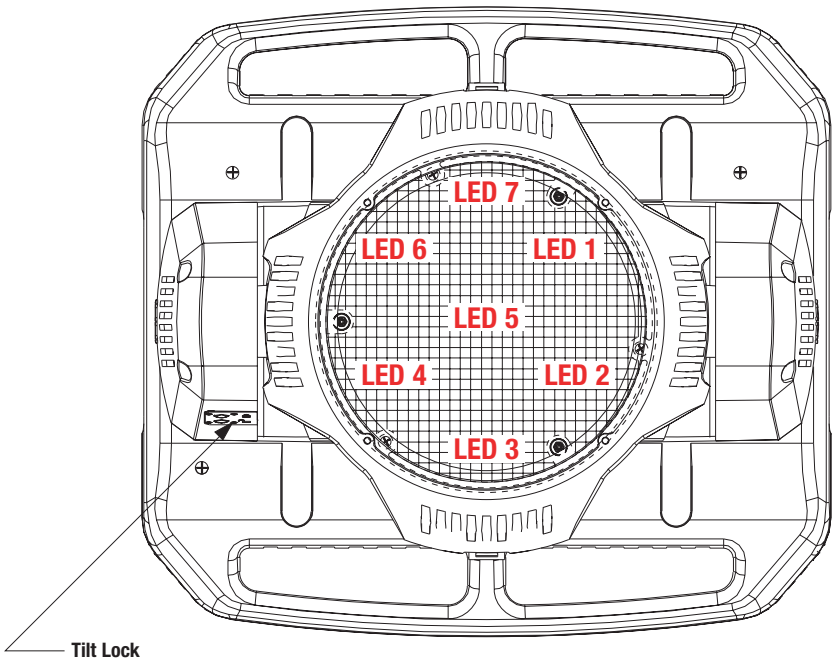
WARNING: Replacement LED ICs shipped from Vari-Lite are for specific VLX wash luminaires and the position within their specific light. Be sure to install the corresponding replacement LED in the correct location.

- The defective LED must be returned to Vari-Lite or the service center will be invoiced for advanced LED.

VLX Wash Luminaires Manufactured AFTER October 15, 2010

For VLX Wash luminaires manufactured AFTER October 15, 2010, the service center must supply the following information for LEDs that fail under the warranty period and qualify for in-warranty replacement.

1. VLX Wash Luminaire Serial Number
2. Failed LED position in the fixture. Refer to **Figure 1**.



Note: With VLX Wash Luminaire head assembly oriented with Tilt Lock on lefthand side, the LED positions are as shown.

To determine position of defective LED, do the following:

Note: If unit needs to be powered to determine defective LED position, be sure to have all LEDs (Red, Green, Blue, and White) On.

WARNING: If luminaire is powered, wear eye protection if looking into fixture beam.

Step 1. Orientate luminaire head as shown.

Step 2. Noting position of Tilt Lock assembly, determine defective LED position using illustration.

Step 3. Record defective LED position and supply to Vari-Lite.

Figure 1: VLX Wash LED Position Guide

Note: The fixture DOES NOT have to be disassembled by the service center to determine the LED IC position within the luminaire. If service center is unable to determine the LED position within the fixture using **Figure 1**, the fixture must be returned to Vari-Lite under normal RMA process (and terms/conditions) for LED replacement by Vari-Lite technical support.

- If fixture serial number and defective LED position are supplied by service center to Vari-Lite, Vari-Lite will advance a LED to service center. Note, Vari-Lite's policy for parts advancements applies, refer to current parts advancing policy (available from Vari-Lite customer service).
- Service center will replace the defective LED with advanced part from Vari-Lite following the procedure in VLX Wash Service Manual or Vari-Lite Warranty Claim Guide.

WARNING: Replacement LED ICs shipped from Vari-Lite are for specific VLX wash luminaires and the position within their specific light. Be sure to install the corresponding replacement LED in the correct location.

- The defective LED must be returned to Vari-Lite or the service center will be invoiced for advanced LED.

OUT-OF-WARRANTY LED REPLACEMENT

VLX Wash Luminaires Manufactured BEFORE October 15, 2010

For VLX Wash luminaires manufactured BEFORE October 15, 2010, the service center must supply the following information for LEDs that fail out of warranty period (if replacement is desired).

1. VLX Wash Luminaire Serial Number
2. Failed LED IC Serial Number*
3. Position of failed LED (see **Figure 2** for details).

Note: *The fixture must be disassembled by the service center to obtain the LED IC serial number. If service center is unable to disassemble the fixture to obtain the LED serial number, the fixture may be returned to Vari-Lite under normal RMA process (and terms/conditions) for LED replacement by Vari-Lite technical support. Vari-Lite's out-of-warranty policies and charges apply for all work performed.

- If both serial numbers are supplied by service center to Vari-Lite and service center supplies a valid purchase order, Vari-Lite will sell a replacement part to service center. Note, Vari-Lite's policy for spare parts purchases applies, refer to current spare parts purchasing policy (available from Vari-Lite customer service).
- Service center will replace the defective LED with part from Vari-Lite following the procedure in VLX Wash Service Manual or Vari-Lite Warranty Claim Guide.

WARNING: Replacement LED ICs shipped from Vari-Lite are for specific VLX wash luminaires and the position within their specific light. Be sure to install the corresponding replacement LED in the correct location.

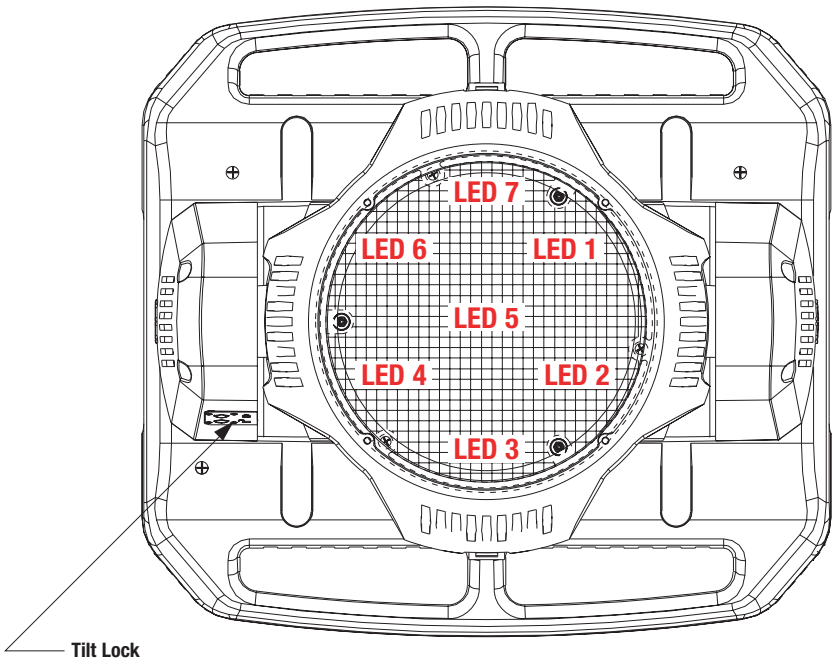
- Defective LEDs replaced (that are replaced Out-Of-Warranty) are not required to be returned to Vari-Lite.

VLX Wash Luminaires Manufactured AFTER October 15, 2010

For VLX Wash luminaires manufactured AFTER October 15, 2010, the service center must supply the following information for LEDs that fail out of warranty period (if replacement is desired).

1. VLX Wash Luminaire Serial Number

2. Failed LED position in the fixture. Refer to **Figure 2**.



Note: With VLX Wash Luminaire head assembly oriented with Tilt Lock on lefthand side, the LED positions are as shown.

To determine position of defective LED, do the following:

Note: If unit needs to be powered to determine defective LED position, be sure to have all LEDs (Red, Green, Blue, and White) On.

WARNING: If luminaire is powered, wear eye protection if looking into fixture beam.

Step 1. Orientate luminaire head as shown.

Step 2. Noting position of Tilt Lock assembly, determine defective LED position using illustration.

Step 3. Record defective LED position and supply to Vari-Lite.

Figure 2: VLX Wash LED Position Guide

Note: The fixture DOES NOT have to be disassembled by the service center to determine the LED IC position within the luminaire. If service center is unable to determine the LED position within the fixture using **Figure 2**, the fixture must be returned to Vari-Lite under normal RMA process (and terms/conditions) for LED replacement by Vari-Lite technical support. Vari-Lite's out-of-warranty policies and charges apply for all work performed.

- If both the fixture serial number and LED position are supplied by service center to Vari-Lite and service center supplies a valid purchase order, Vari-Lite will sell a replacement part to service center. Note, Vari-Lite's policy for spare parts purchases applies, refer to current spare parts purchasing policy (available from Vari-Lite customer service).
- Service center will replace the defective LED with part from Vari-Lite following the procedure in VLX Wash Service Manual or Vari-Lite Warranty Claim Guide.

WARNING: Replacement LED ICs shipped from Vari-Lite are for specific VLX wash luminaires and the position within their specific light. Be sure to install the corresponding replacement LED in the correct location.

- Defective LEDs replaced (that are replaced Out-Of-Warranty) are not required to be returned to Vari-Lite.